

## Quality That Counts

In serving the people of Indiana, the Department of Revenue seeks to achieve the following vision through its mission, values and four cornerstone strategies:

### Our Vision:

*The citizens of Indiana will look upon the Department of Revenue with respect and confidence that it is achieving with distinction its charged obligations.*

### Our Mission:

*Administering tax laws in a fair, consistent and efficient manner that supports the State and local budgets, which allow Indiana to be a highly desirable place to live, work and do business.*

### Our Values:

- **Pride** - Presenting the best of ourselves and our work.
- **Respect** - Treating each other, taxpayers and vendors with respect.
- **Highest standards** - Setting the bar in customer service and ethical behavior.
- **Trust** - Doing what we say we will do, and doing it right.
- **Teamwork** - Working in alignment, with pride, respect and trust to achieve the highest standards.

### Our Four Cornerstone Strategies:

- **Customer focused** - Considering how our actions and decisions affect the taxpayers and the State of Indiana.
- **Efficient** - Ensuring we work smart and at the least cost to taxpayers.
- **Effective** - Striving to offer the best service and the most beneficial results possible - consistently.
- **Right people in the right jobs** - Ensuring Department employees are people who have the best skills and talents for the job.

### Quality That Counts Spotlight



#### Roger Atkison

Besides creating the Department's time-card system, Family Medical Leave Program tracking database, the Indiana Tax Amnesty dashboard, Atkison (left) most recently created a job-ticket system for the public relations division. The database has reduced the number of vendor sign-offs from hours to minutes. After receiving the award, Atkison said, "I appreciate having the opportunity to do the things I love to do."